



**DMH/DD/SAS**

## **New Service Definitions Orientation for Consumers and Their Families**

**March 16, 2005  
4:30 - 8:00p.m.**

March 16, 2005



**DMH/DD/SAS**

## **Person-Centered Planning: The Foundation to System Reform**

March 16, 2005



**DMH/DD/SAS**

### **Person-Centered Planning: Foundation to System Reform**

- A process of determining real-life outcomes and developing strategies to achieve those outcomes in partnership with the individual/family.
- Supports strengths and recovery, and applies to everyone in the system.



**DMH/DD/SAS**

### **Person-Centered Planning: Foundation to System Reform**

- The individual/family direct the process and share authority and responsibility with system professionals.



**DMH/DD/SAS**

### **Values and Principles**

- Builds on strengths, gifts, skills, and contributions.
- Supports consumer empowerment, and provides meaningful options to express preferences and make informed choices.



**DMH/DD/SAS**

### **Values and Principles**

- Honors goals and aspirations for a lifestyle that promotes dignity, respect, interdependence, mastery and competence.
- Supports a fair and equitable distribution of system resources.
- Creates community connections.



## DMH/DD/SAS

### Values and Principles

- Sees individuals in the context of their culture, ethnicity, religion, and gender.
- Supports mutually respectful and partnering relationships, acknowledging the legitimate contributions of all parties.



## DMH/DD/SAS

### Roles for Families GOVERNANCE AND POLICY

Member of task force  
Members of boards  
Members of committees hiring new staff  
Members of boards of trustees  
Members of committees developing training And curricula



## DMH/DD/SAS

### Roles for Families TRAINING AND TA

Co-trainers for pre-service (University/college classes)  
Trainers/co-trainers for in-service  
Reviewers of audiovisual and written materials



## DMH/DD/SAS

### Roles for Families TRAINING AND TA

Presenters at conferences  
Participants at conferences



RESEARCH & EVALUATION  
Participants in quality improvements initiatives  
Program evaluators



## DMH/DD/SAS

### Roles for Families PROGRAM AND PRACTICE

Paid program staff  
Family advocates  
Mentors or peer support to families  
Developers of training material  
Facilitators



## DMH/DD/SAS

### Benefits of Family Involvement FOR FAMILIES

Improves services for own family

- Provides opportunity to effect meaningful change
- Feels good to make a contribution
- Increases personal power & confidence in ability to effect change



## DMH/DD/SAS

### Benefits of Family Involvement FOR SERVICE PROVIDERS

---

- Enhances relationships between families and providers
- Enhances providers ability to do their job (ex: producing healthier children and families)
- Develops provider's knowledge and skills



## DMH/DD/SAS

### Benefits of Family Involvement FOR SERVICE PROVIDERS

---

- Increases empathy and understanding of families
- Shares responsibility
- Increases providers' efficiency and cost effectiveness



## DMH/DD/SAS

### Benefits of Family Involvement for COMMUNITIES PROGRAMS & AGENCIES

---

- Develops a constituency that can advocate for program/agency
- Increases appreciation of various cultures
- Contributes to the stability of the community



## DMH/DD/SAS

### Involve Family Members *from the Beginning*

---

#### THINK IT THROUGH

Put concerns on the table honestly – parties  
How will active family participation look?  
How it will impact the group or organization?  
Is your agency/group ready for the change?  
How will practice look, program, money flow??



## DMH/DD/SAS

### Essential Elements

---

1. Person-Centered Plan as a Unified Life Plan
  - The person centered plan is the umbrella under which all planning for treatment, services and support occurs.
  - Real life outcomes are described and related to life domains.



## DMH/DD/SAS

### Essential Elements

---

2. The Planning Team
  - A. The individual/family identifies who will participate in the planning process, how to what extent. Those individuals will comprise the planning team.



## DMH/DD/SAS

### Essential Elements

---

#### 2. The Planning Team

- The extent to which the planning team assists the individual with describing his/her goals, preferences and needs will vary with circumstances.

#### Partnerships:

- All good plans are done in partnership



## DMH/DD/SAS

### Essential Elements

---

#### 2. The Planning Team

- B. Includes participation by professionals and paraprofessionals that have been involved with the individual.



## DMH/DD/SAS

### Essential Elements

---

#### 2. The Planning Team

- C. The planning process honors the schedule and comfort of the individual/family
- Information gathered is communicated in a way that is understood.



## DMH/DD/SAS

### Essential Elements

---

#### 3. The Goals and Strategies to Meet Desired Life Outcomes

- A. Meeting the treatment, and primary service and support needs in order to insure health and safety is a primary focus of the planning process.



## DMH/DD/SAS

### Essential Elements

---

#### 3. The Goals and Strategies to Meet Desired Life Outcomes

- The individual/family must be fully informed of the rationale, evidence and risks of specific service, support and treatment options.



## DMH/DD/SAS

### Essential Elements

---

#### 3. The Goals and Strategies to Meet Desired Life Outcomes

- B. The following avenues should be explored for ways to contribute to the accomplishment of life goals:
  - Personal resources



## DMH/DD/SAS

### Essential Elements

#### 3. The Goals and Strategies to Meet Desired Life Outcomes

- B. The following avenues should be explored for ways to contribute to the accomplishment of life goals:
  - Natural supports, such as family, neighbors, co-workers, and friends.
  - Community resources.



## DMH/DD/SAS

### Essential Elements

#### 4. Addressing health and safety needs

- Health and safety needs are identified as part of the planning process in partnership with the individual/family.
- Supports to maintain health and safety must be developed within the context of the individual's preferred lifestyle, as much as possible.



## DMH/DD/SAS

### Essential Elements

#### 5. Preparation for a potential crisis

- A. The planning process identifies early known warning signals of an impending crisis and the necessary interventions to ensure health and safety.
- Provides proactive plans to prevent crisis from occurring as well as reactive planning and crisis contingencies .



## DMH/DD/SAS

### Essential Elements

#### 6. Individual/family Disagreement with the Plan

- A. Good person centered planning will usually result in a plan of consensus by all parties.
- If preferences and choices are not accepted and provided, there is access to an appeals/dispute process.



## DMH/DD/SAS

### Essential Elements

#### 7. Changing the Plan

- The individual/family is provided with opportunities to refine and change the evolving plan



## DMH/DD/SAS

### Essential Elements

#### 7. Changing the Plan

- There are ongoing opportunities to provide feedback regarding the services, supports and /or treatment received and progress toward achieving outcomes.

NC Family Resource Coalition  
Strengthening Family Support in NC  
A Bone-deep longing  
for freedom and self-respect

Within each person lies a bone-deep longing for freedom, self-respect, hope and the chance to make an important contribution to one's family, community and the world. Without healthy outlets for this powerful, natural longing, the desire for freedom turns into lawlessness, and the need for self-respect is expressed in aggression and violence...

...Without avenues to make important contributions to family, community and the world, hopelessness translates into dependency, depression, violence, substance abuse and other forms of self-abuse. NO government program can help families become self-reliant, contributing members of their communities unless it is built on a recognition of the power of this bone-deep longing for freedom, self-respect, hope, and the chance to make an important contribution.

*C. Dean, Cornell University*

